

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1. - 69. (Canceled).

70. (Previously Presented) A method for a framework manager to provide installation management of a service in a network-based supply chain framework between at least two independent business entity users such as service providers, vendors, resellers, manufacturers and the like, the method comprising:

causing a framework manager using a network to:

- (a) receive information via the network including information relating to a service provided by a service provider from the service provider;
- (b) receive information via the network including information relating to manufacturer offerings by a manufacturer from the manufacturer;
- (c) use and evaluate the information provided by the service provider via the network and the manufacturer to match the service to the offerings, evaluating factors that include cost and service provider requirements, speed of time to site integration, speed of acquisition, duplication reduction, procurement rationalization, transportation rationalization, and reduced inventories; and
- (d) use the service and manufacturer offerings information to manage installations through the use of a collaborative planning tool which

facilitates the transfer of the information received from the service provider and the information received from the manufacturer; wherein the framework manager provides installation management between the manufacturer and the service provider by facilitating the selection and installation of the service for both matched business entity users.

71. - 72. (Canceled).

73. (Previously Presented) A method as recited in claim 70, further comprising the framework manager using the network to:

facilitate milestone-based project planning between the matched service provider and the manufacturer.

74. (Previously Presented) A method as recited in claim 70, further comprising the framework manager using the network to:

display the manufacturer offerings of the matched manufacturer to the matched service provider using the network, and display the services provided by the matched service provider to the matched manufacturer.

75. (Previously Presented) A method as recited in claim 70, wherein the information of the manufacturer includes information relating to the availability of the manufacturer offerings.

76. (Previously Presented) A method as recited in claim 75 further comprising the framework manager using the network to:

notify the service provider of the availability of the manufacturer offerings that match a service installation.

77. - 81. (Canceled).

82. (Previously Presented) A method as recited in claim 70 for interacting with the business entity user in the network-based environment during installation management of a service in order to enhance visibility, further comprising:

- (a) identifying the business entity user;
- (b) collecting information about the business entity user, wherein the information relates to the installation of a service;
- (c) building a profile of the business entity user based on the collected information, including storing the collected information externally, checking the collected information for omissions, errors, and duplications, and processing the collected information to produce the profile;
- (d) managing a plurality of different contents;
- (e) analyzing the profile and the contents in order to match attributes of the profile of the business entity user and attributes of the contents;
- (f) selecting the contents which have attributes that match the attributes of the profile of the business entity user; and
- (g) delivering the selected contents to the business entity user.

83. (Previously Presented) A method as recited in claim 82, further comprising analyzing the profile in real time.

84. (Previously Presented) A method as recited in claim 82, further comprising:
identifying a time when the business entity user last viewed the contents, and indicating portions of the contents that have been modified or added since the time when the business entity user last viewed the contents.

85. (Previously Presented) A method as recited in claim 82, further including the business entity user by using a cookie, receiving user input, and digital certificates.

86. (Previously Presented) A method as recited in claim 82, further comprising:
allowing the business entity user to rate the contents.

87. (Previously Presented) A system for a framework manager to provide installation management of a service in a network-based supply chain framework between at least two independent business entity users such as service providers, vendors, resellers, manufacturers and the like, the system comprising:

a network having a framework manager operating thereon to:

- (a) receive information via the network including information relating to a service provided by a service provider from the service provider;
- (b) receive information via the network including information relating to manufacturer offerings by a manufacturer from the manufacturer;
- (c) use and evaluate the information provided by the service provider via the network and the manufacturer to match the service to the offerings, evaluating factors that include cost and service provider requirements, speed of time to site integration, speed of acquisition, duplication reduction, procurement rationalization, transportation rationalization, and reduced inventories; and
- (d) use the service and manufacturer offerings information to manage installations through the use of a collaborative planning tool which facilitates the transfer of the information received from the service provider and the information received from the manufacturer;

wherein the framework manager operates to provide installation management between the manufacturer and the service provider by facilitating the selection and installation of the service for both matched business entity users.

88. - 89. (Canceled).

90. (Previously Presented) A system as recited in claim 87, further comprising the framework manager using the network to:

facilitate milestone-based project planning between the matched service provider and the manufacturer.

91. (Previously Presented) A system as recited in claim 87, further comprising the framework manager using the network to:

display the manufacturer offerings of the matched manufacturer to the matched service provider using the network, and display the services provided by the matched service provider to the matched manufacturer.

92. (Previously Presented) A system as recited in claim 87, wherein the information of the manufacturer includes information relating to the availability of the manufacturer offerings.

93. (Previously Presented) A system as recited in claim 92 further comprising the framework manager using the network to:

notify the service provider of the availability of the manufacturer offerings that match a service installation.

94. - 98. (Canceled).

99. (Previously Presented) A system as recited in claim 87 for interacting with the business entity user in the network-based environment during installation management of a service in order to enhance visibility, further comprising:

- (a) identifying the business entity user;
- (b) collecting information about the business entity user, wherein the information relates to the installation of a service;
- (c) building a profile of the business entity user based on the collected information, including storing the collected information externally, checking the collected information for omissions, errors, and duplications, and processing the collected information to produce the profile;
- (d) managing a plurality of different contents;
- (e) analyzing the profile and the contents in order to match attributes of the profile of the business entity user and attributes of the contents;
- (f) selecting the contents which have attributes that match the attributes of the profile of the business entity user; and
- (g) delivering the selected contents to the business entity user.

100. (Previously Presented) A system as recited in claim 99, further comprising analyzing the profile in real time.

101. (Previously Presented) A system as recited in claim 99, further comprising:
identifying a time when the business entity user last viewed the contents, and indicating portions of the contents that have been modified or added since the time when the business entity user last viewed the contents.

102. (Previously Presented) A system as recited in claim 99, further including the business entity user by using a cookie, receiving user input, and digital certificates.

103. (Previously Presented) A system as recited in claim 99, further comprising: allowing the business entity user to rate the contents.

104. (Currently Amended) A computer program embodied on a computer readable medium for a framework manager to provide installation management of a service in a network-based supply chain framework between at least two independent business entity users such as service providers, vendors, resellers, manufacturers and the like, the computer program comprising:

code for causing a framework manager using a network to:

- (a) receive information via the network including information relating to a service provided by a service provider from the service provider;
- (b) receive information via the network including information relating to manufacturer offerings by a manufacturer from the manufacturer;
- (c) use and evaluate the information provided by the service provider via the network and the manufacturer to match the service to the offerings, evaluating factors that include cost and service provider requirements, speed of time to site integration, speed of acquisition, duplication reduction, procurement rationalization, transportation rationalization, and reduced inventories; and
- (d) use the service and manufacturer offerings information to manage installations through the use of a collaborative planning tool which facilitates the transfer of the information received from the service provider and the information received from the manufacturer;

wherein the framework manager code provides the functionality of installation management between the manufacturer and the service provider by facilitating the selection and installation of the service for both matched business entity users.

105. - 106. (Canceled).

107. (Previously Presented) A computer program embodied on a computer readable medium as recited in claim 104, further comprising code for the framework manager using the network to:

facilitate milestone-based project planning between the matched service provider and the manufacturer.

108. (Previously Presented) A computer program embodied on a computer readable medium as recited in claim 104, further comprising code for the framework manager using the network to:

display the manufacturer offerings of the matched manufacturer to the matched service provider using the network, and display the services provided by the matched service provider to the matched manufacturer.

109. (Previously Presented) A computer program embodied on a computer readable medium as recited in claim 104 further comprising code for the framework manager using the network to:

notify the service provider of the availability of the manufacturer offerings that match a service installation.

110. - 111. (Canceled).

112. (Currently Amended) A computer program embodied on a computer readable medium as recited in claim 104 for interacting with the business entity user in the network-based environment during installation management of a service in order to enhance visibility, further comprising:

- (a) code for identifying the business entity user;
- (b) code for collecting information about [[the]] the business entity user, wherein the information relates to the installation of a service;
- (c) code for building a profile of [[the]] the business entity user based on the collected information, including storing the collected information externally, checking the collected information for omissions, errors, and duplications, and processing the collected information to produce the profile;
- (d) code for managing a plurality of different contents;
- (e) code for analyzing the profile and the contents in order to match attributes of the profile of the business entity user and attributes of the contents;
- (f) code for selecting the contents which have attributes that match the attributes of the profile of the business entity user; and
- (g) code for delivering the selected contents to the business entity user.

113. (Previously Presented) A computer program on a computer readable medium as recited in claim 112, further comprising code for analyzing the profile in real time.

114. (Previously Presented) A computer program on a computer readable medium as recited in claim 112, further comprising code for:

identifying a time when the business entity user last viewed the contents, and indicating portions of the contents that have been modified or added since the time when the business entity user last viewed the contents.

115. (Previously Presented) A computer program on a computer readable medium as recited in claim 112, further comprising code for:

allowing the business entity user to rate the contents.